



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

MENTAL HEALTH STAFF DEVELOPMENT COORDINATOR

Class No. 004834

■ CLASSIFICATION PURPOSE

Under direction, to design and coordinate in-service education and staff development programs for health and human services disciplines including psychiatric social work, nursing, psychology, and psychiatry; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

This is a one position class allocated only to the Health and Human Services Agency (HHS), Human Resources Division. The Mental Health Staff Development Coordinator reports to higher level classified management and is responsible for designing, coordinating, and evaluating training programs or in-service educational programs for HHS in compliance with State licensing and certification requirements.

■ FUNCTIONS

The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Assesses the training needs of HHS employees by collecting and analyzing performance data and conferring with HHS supervisors and managers.
2. Designs and develops training programs by determining training/learning objectives and methods of instruction; consulting with subject matter experts; researching technical material; and developing course outlines, lesson plans, and other pertinent training/presentation materials or mediums.
3. Reviews instructional materials provided by vendors and recommends the purchase of such materials to be used for training programs.
4. Researches, recruits, and selects trainers to deliver training.
5. Negotiates scope of services and costs with vendors or representatives of contracted agencies; develops agreements or other authorized written documents with contracted speakers/trainers; and monitors scope of services and budgets.
6. Supervises, trains, and reviews the work of assigned employees.
7. Prepares training handbooks, manuals, and related documents; coordinates the distribution of such materials to HHS employees.
8. Evaluates the effectiveness of trainers and training programs.
9. Prepares correspondence and maintains records, files, and logs.
10. Develops and coordinates special conferences and workshops as requested.
11. Participates in conferences, seminars, and formal training sessions on a variety of topics.
12. Coordinates assigned tasks with members of the Regional Training Center, operating managers of HHS, and members of Mental Health committees to develop and administer training programs to staff.
13. Supports training programs by locating and arranging speakers/instructors, training equipment, and locations.
14. Obtains continuing input and feedback on training needs through members of representative advisory groups and participants.

15. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.
16. Provides information or makes presentations to management pertaining to training needs analysis, the effectiveness of training programs, or other topics.

■ KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Principles, techniques, and trends of training and staff development in an inter-disciplinary health and human services environment.
- Principles, theories, methods, and techniques pertaining to the design, administration, and evaluation of training and staff development programs.
- Methods and techniques pertaining to setting up, scheduling, and coordinating training programs, workshops, and conferences.
- Principles and theories of adult learning.
- Methods and techniques of instructional design and educational technology.
- Pertinent laws, rules, regulations, and requirements including Titles 9 and 22 of the State of California and the Joint Commission on Accreditation of Hospitals.
- Principles of the development, negotiation, and monitoring of contracts.
- Operation and use of computers and software programs such as presentation programs, word processing, database management, and electronic communications.
- Operation and use of audio-visual equipment and interactive techniques.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.

Skills and Abilities to:

- Effectively incorporate and apply adult learning theory when designing training programs and lessons plans.
- Plan, schedule, and coordinate training programs for HHSA staff.
- Utilize the principles and techniques of educational technology, needs assessment, objectives preparation, instruction design, media selection, and evaluation.
- Pay attention to detail when preparing and reviewing training materials, instructional materials, presentation displays, or other written documents.
- Facilitate small and large groups of persons and apply teamwork concepts in order to achieve objectives.
- Organize and prioritize workload in order to meet established timelines.
- Select and operate audio-visual and presentation equipment and modern office equipment such as personal computers, printers, telephones, facsimiles, and copy machines.
- Effectively communicate in written form when preparing evaluations, reports, correspondence, and other written documents.
- Communicate effectively in verbal form when delivering training, making presentations, or speaking to individuals or groups.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training or experience, which clearly demonstrate possession of the knowledge, skills and abilities stated above. An example of qualifying education/experience is: a bachelor's degree from an accredited college or university in instructional design, education, health education, human resource development, or a closely related field, AND at least two (2) years of professional level experience designing and coordinating a broad spectrum of training programs. Previous experience must have included at least one (1) year in designing, editing, and producing training materials on a variety of health and human services subjects.

Note:

Additional education and/or experience can be substituted on a year-for-year basis.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, bending and twisting of the waist, and repetitive use of the hands to use computers and operate office equipment. Occasional: standing, walking, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying files, computer equipment, projectors, screens, and other items typically found in an office environment that may weigh up to 25 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certificates/Registrations

None required

Working Conditions

Work primarily takes place in an office environment. Work involves frequent travel to locations within the County requiring the use of personal vehicles; work may involve occasional travel to locations within and outside of the County.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this classification shall serve a probationary period of six months (Civil Service Rule 4.2.5).

New: October 28, 1980
Reviewed: Spring 2003
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